

EXTREMELY IMPORTANT – YOU MUST READ

- Stated production and delivery times are estimates only. Although we meet them for the overwhelming majority of our customers, we cannot guarantee them due to production or trucking delays beyond our control.
- Please do not make reservations with contractors or plan social events around your structure until it is delivered to your home.
- Please confirm your drawings show the correct shipping address (not your billing address).
- Your structure will ship to you in a very large wooden crate in a very large truck. Please notify us now if your street has limited access, dirt roads, dead-ends, gated communities, etc. so that we may confirm delivery capability with the carrier.
- Prior to assembly, do not store wood in contact with the ground, concrete or other moisture wicking surfaces, as this may warp the wood.

Your structure will ship to you via i) motor freight, ii) shop truck, or iii) OTRA, as follows:

MOTOR FREIGHT

1. When your structure ships, you will be assigned and given a tracking number. For residential addresses (and not commercial addresses), the motor freight carrier will call you to schedule a specific delivery time. This gives you a day or two to arrange help to unload your structure. Thereafter they typically will charge you a per day storage fee.
2. **You will be responsible for unpacking and unloading your structure piece by piece from the trailer at curbside.** Please arrange to have two able-bodied individuals present to unload **PERGOLA** pieces from the delivery truck. Two able-bodied people can unload a 12x12 red cedar pergola in under 15 minutes.
3. **PAVILIONS** may require 4-5 people or more to hand offload, or a forklift.
4. Have wire cutters available to cut wire straps. Have a standard claw hammer or crowbar to open an oversize crate. The truck drivers may not have tools and may be prohibited from helping you. You must remove the crate from the trailer.
5. Stack the components as nearest to curbside as possible. Once the truck has left, move them to your backyard.
6. You will need to accept and unload your structure **on a weekday between the hours of 9:00am - 5:00pm.** Motor freight carriers only offer these times.
7. For the overwhelming majority of customers, motor freight delivery goes smoothly and as planned. However, the following may occur:
 - Motor freight carriers may schedule and then cancel a delivery appointment with you, causing you to waste time, money and possibly a day off from work.
 - Motor freight carriers may take longer than estimated to deliver your structure.
 - Carriers may arrive unannounced at your home. If your carrier does this, tell the driver to bring it back another day after they schedule an appointment.
 - Carriers may charge you a daily storage fee of up to \$150 per day for each day they hold your crate beyond a certain date.

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8. Other motor freight options:

1. unload the crate from the trailer at your location using a fork lift, or
2. drive to the motor freight carrier's local terminal and have them load the crate onto your trailer or flatbed truck

SHOP TRUCK

- One of our shop trucks will leave a crate in your driveway for unpacking thereafter at your convenience. You do not need to be present to accept the crate.
- The crate is covered with industrial strength shrink wrap to protect it from the elements.
- Someone from the shop will contact you 1-3 days before the shop truck leaves to confirm delivery with you. The driver usually calls from the road when they are about an hour away from you.
- You may request a shop truck delivery for the following states: CT, DE, FL, GA, IL, IN, MA, MI, NC, NH, NJ, NY, OH, PA, RI, SC, VA, VT.
- Fiberglass pergolas are not delivered via shop truck.

OTRA

For States West of the Mississippi River, we often ship your structures via **On The Road Again ("OTRA")**. OTRA is the business name of an independent carrier owned by husband and wife (and drivers) Dana and Becky. They own their own 75ft flatbed truck. OTRA is licensed and insured, very experienced, and very good at what they do. We have been using them for years with great success.

Dana and Becky do not issue tracking numbers but provide a GPS link that allows you to track their progress across country. They also will call you from the road to tell you when to expect them.

Fiberglass pergolas are not delivered by OTRA.

FIBERGLASS PERGOLAS

Fiberglass pergolas NOT ship by shop truck or OTRA. They may ship by motor freight, but usually they ship via dedicated hauler. However, points #2, 4, 5, 6, and #7 in the motor freight section above all apply to your hauler, so please read them carefully. Also please read the five bullet points on the top of page 1 of these instructions (they apply as well).

About 1-3 days prior to delivery, the hauler will call you to notify you of the delivery date and window. The hauler does not offer traditional tracking information, does not have a depot near you to store the crate, and has less flexibility scheduling a delivery date to accommodate you. However, we have found through experience that this hauler is the safest, most secure method to deliver your fiberglass structure to you with zero damage.

If the scheduled date is not feasible, the shipment may be delayed up to several weeks.

Please save these instructions for delivery day.

Whew! That was a lot. Thank you for reading this. We have found that delivery goes MUCH smoother when you are prepared. Thank you again for ordering through us. If you have any questions, please call us at (800) 403-9259. The Team at Pergola Kits USA